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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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EXAMINER

GENACK, MATTHEW W

ART UNIT	PAPER NUMBER
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2645

DATE MAILED: 02/10/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

10/090,499

Applicant(s)

DEZONNO ET AL.

Examiner

Matthew W. Genack

Art Unit

2645

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 28 November 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 112

1. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

2. Claims 1, 5, 8, 12, and 15 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Regarding Claims 1, 8, and 15, the phrase “substantially limited to the enterprise activities of the organization” does not indicate the precise boundaries of the “artificial intelligence engine knowledge universe” because it is unclear how many activities are considered as “substantially limited to the enterprise activities of the organization”.

Regarding Claims 5 and 12, the phrase “normally associated with a live agent” does not indicate the precise boundaries of the “expertise and inputs” that are utilized by the artificial intelligence engine, and it is unclear what is considered “normal” in the phrase “normally associated with a live agent”.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. Claims 1, 6-8, 13-15, and 19 are rejected under 35 U.S.C. 102(e) as being anticipated by Alpdemir, U.S. Patent Application Publication 2002/0035474.

Regarding Claims 1, 8, and 15, Alpdemir discloses a method, system, and business model for an information system and service having business self-promotion features whereby consumers call an information center associated with a business using a regular telephone (Abstract, [0002] Lines 1-7, [0018], Fig. 1). A live agent may handle some calls ([0059], [0110] Lines 1-7). A caller may submit a query pertaining to the activities of the business ([0002], [0018], [0085], [0094], [0141] Lines 1-5). The user's question can then be translated into Voice Extensible Markup Language (VXML) with a speech-to-text (STT) conversion engine ([0138] Lines 1-17, Fig. 1). Artificial intelligence is used in the processing and answering of the query ([0141] Lines 7-9). A text-to-speech (TTS) engine and speech server are used to provide the answer to the caller (Abstract, [0139] Lines 1-5, [0143] Lines 1-11, Fig. 1).

Regarding Claims 6 and 13, Alpdemir discloses that a personal computer (PC), personal digital assistant (PDA), or other appliance capable of displaying HTML pages may submit a query to the information center (Abstract, [0139] Lines 8-19, Fig. 1).

Regarding Claims 7, 14, and 19, Alpdemir discloses that a query may be submitted via email ([0054]).

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and

the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. Claims 2, 9, and 16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Alpdemir in view of Gavan *et. al.*, U.S. Patent No. 6,601,048.

Alpdemir does not expressly disclose the use of a caller call record by the artificial intelligence engine in the processing of a call.

Gavan *et. al.* discloses a system and method for processing event records for the purposes of detecting and managing fraud (Abstract, Column 2 Lines 18-28).

Specifically, in the context of telecommunications fraud detection, artificial intelligence is used to monitor event records that are stored in a call history database, said records containing information pertaining to the identity of the caller and the called parties (Column 3 Lines 38-64, Column 11 Lines 4-65, Figs. 2 and 4).

At the time that the invention was made, it would have been obvious to one of ordinary skill in the art to modify the invention of Alpdemir by providing for use of call records, said call records containing information pertaining to identity and contact history, by an artificial intelligence engine in the processing of a call.

One of ordinary skill in the art would have been motivated to make this modification so as to provide a less rigid system of pattern analysis in the processing of a telecommunications traffic (Gavan *et. al.*: Column 2 Lines 6-15).

7. Claims 3-4, 10-11, 17, and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Alpdemir in view of Saylor *et. al.*, U.S. Patent No. 6,792,086.

Regarding Claims 3, 10, and 17, Alpdemir does not expressly disclose the conversion of an answer into an extensible markup language.

Saylor *et. al.* discloses a system and method whereby voice codes store content, said content being accessible by telephone (Abstract, Column 1 Lines 62-66, Column 5 Lines 12-14). A user calls a call processing center, and said call center processes an information request from said user via a voice browser module that uses speech recognition to interpret the user's request for information. This information may be disseminated by an organization whose purpose is commerce-related (Column 3 Lines 36-41, Column 5 Lines 41-42 and 55). The user may ask a business-related question (Column 17 Lines 13-16). An interpreter may be used to provide requested Voice XML information to the user (Column 8 Lines 16-20).

At the time that the invention was made, it would have been obvious to one of ordinary skill in the art to modify the invention of Alpdemir by providing for the conversion, by the AI engine, of the provided answer into an extensible markup language.

One of ordinary skill in the art would have been motivated to make this modification because the customer may be using a device that is more suited to receiving an answer in extensible markup language form than in the form of synthesized speech.

Regarding Claims 4 and 11, Alpdemir discloses that the requested information may be passed through a text-to-speech engine and speech server and played on the user's telephone (Abstract, [0139] Lines 1-5, [0143] Lines 1-11, Fig. 1).

Regarding Claim 20, Alpdemir discloses a method, system, and business model for an information system and service having business self-promotion features whereby

consumers call an information center associated with a business using a regular telephone (Abstract, [0002] Lines 1-7, [0018], Fig. 1). A live agent may handle some calls ([0059], [0110] Lines 1-7). A caller may submit a query pertaining to the activities of the business ([0002], [0018], [0085], [0094], [0141] Lines 1-5). The user's question can then be translated into Voice Extensible Markup Language (VXML) with a speech-to-text (STT) conversion engine ([0138] Lines 1-17, Fig. 1). Artificial intelligence is used in the processing and answering of the query ([0141] Lines 7-9). A text-to-speech (TTS) engine and speech server are used to provide the answer to the caller (Abstract, [0139] Lines 1-5, [0143] Lines 1-11, Fig. 1). The requested information may be passed through a text-to-speech engine and speech server and played on the user's telephone (Abstract, [0139] Lines 1-5, [0143] Lines 1-11, Fig. 1).

Alpdemir does not expressly disclose the conversion of an answer into an extensible markup language.

Saylor *et. al.* discloses a system and method whereby voice codes store content, said content being accessible by telephone (Abstract, Column 1 Lines 62-66, Column 5 Lines 12-14). A user calls a call processing center, and said call center processes an information request from said user via a voice browser module that uses speech recognition to interpret the user's request for information. This information may be disseminated by an organization whose purpose is commerce-related (Column 3 Lines 36-41, Column 5 Lines 41-42 and 55). The user may ask a business-related question (Column 17 Lines 13-16). An interpreter may be used to provide requested Voice XML information to the user (Column 8 Lines 16-20).

At the time that the invention was made, it would have been obvious to one of ordinary skill in the art to modify the invention of Alpdemir by providing for the conversion, by the AI engine, of the provided answer into an extensible markup language.

One of ordinary skill in the art would have been motivated to make this modification because the customer may be using a device that is more suited to receiving an answer in extensible markup language form than in the form of synthesized speech.

Response to Arguments

8. Applicant's arguments filed 28 November 2005 have been fully considered but they are not persuasive.

Regarding Applicant's arguments pertaining to Claims 1, 8, and 15, the new limitation does not further limit said Claims because, as stated in the rejection above under 35 U.S.C. 112, second paragraph, the added words do not clearly indicate that which is being claimed.

Regarding Applicant's arguments pertaining to Claims 3, 10, and 17, Alpdemir discloses the use of artificial intelligence in call processing, and Saylor *et. al.* discloses the providing of answers to spoken queries in VXML. The use of VXML code by an artificial intelligence engine in providing the answer to a spoken query is obvious, as detailed above.

Applicant's arguments pertaining to Claims 2, 9, and 16 are moot in view of the new reference used in rejecting these Claims.

Regarding Applicant's arguments pertaining to Claims 5 and 12, the new limitation does not further limit said Claims because, as stated in the rejection above under 35 U.S.C. 112, second paragraph, the added words do not clearly indicate that which is being claimed.

Conclusion

9. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Matthew W. Genack whose telephone number is 571-272-7541. The examiner can normally be reached on FLEX.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on 571-272-7547. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Application/Control Number: 10/090,499
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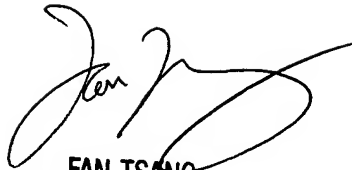
Matthew Genack

Examiner

Art Unit 2645

Matthew Genack

3 February 2006


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